

*Converge Magazine Conference*

NYCDOE Division of Instructional and Information Technology

# **NYC Department of Education Roundtable Discussion: Service Center/Helpdesk**



## Business Goal

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To provide the user community with a higher level of technical support by building a foundation that allows for the continuous improvement of service from the initial recording of the problem or request till the final resolution.

### Guiding Principles:

- Customer Service
- Operational Efficiency
- Accountability

## Existing Challenges

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- Doing more with less: Multiple years of budget reduction; Funding shifts to schools.
- Aligning Service Desk with Customer needs.
- Moving from a reactive support organization to a proactive support organization
- Capturing appropriate data during first point of contact is critical.
- Limited tools for Service Desk use.
- Multiple sources for Customer contact that lends itself to duplication of effort and misinformation being provided.

## Vision for the Service Desk

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- Institute an IT governance model for contact centers.
- Create a shared dynamic knowledge base.
- Implement a single customer relationship system with contact/incident tracking
- Implement common telephony standards.
- Institute performance management reporting for customers.
- Provide Web self service.
- Move to virtual contact center consolidations.

## Support & making it work!

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- IT starts with the Service Desk.
  - Defining your model & client involvement
  - Identifying pain points
  - Go after low hanging fruit
- Building Processes
  - Management buy in a must
  - Establishing a review process
  - Establishing accountability
  - Establishing Escalation processes
- Establishing credibility with
  - Application Support Teams
  - Level II & III Tech Support Teams
  - User Community
- Automation as a helpdesk tool (password reset tool, inventory tool, web interface)
- Role of Quality Review

## Group Discussion

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- What are your major challenge's with the service desk?
- How would you rate your support staff, agents, supervisors?
- How well do you make use of automation at the desk?
- How would you rate your business processes?
- How would you rate your supporting documentation?
- What is the lead time for agent start up?
- Is your desk run in-house or is it outsourced?
- What role and how well do you make use of reports in your environment?
- What are the sources by which a client can communicate a problem?
- Describe your relationship with Level II & III groups.
- What percentage of your calls require institutional knowledge of your environment?
- What questions do you have?
- What do you see as the next steps?

# *Questions & Roundtable Discussion*

